

**Department of Human Services
Contact Information for Financial Assistance**

- ❖ If you have a question on a **pending** Temporary Assistance (Cash Benefits) or Supplemental Nutrition Assistance Program application you can contact the Intake Workgroups at:

- By phone – call 753-2780
- By e-mail- dfa2a26.sm.monroe.intakell@dfa.state.ny.us
- By fax – 753-5315

- ❖ If you have a question on an **active** Temporary Assistance (Cash Benefits) case you can contact the Temporary Assistance Care Management and Self Sufficiency Workgroups at:

- By phone – call 753-2750
- Care Management
 - Last name of case starts with A-DZ 753-2766
 - Last name of case starts with E-LE 753-2767
 - Last name of case starts with LF-ROD 753-2768
 - Last name of case starts with ROE-Z 753-2767
- To reschedule your TA recert appointment – 753-6229
- By e-mail – dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us
- By fax:
 - 753-6305 to the Care Management Workgroup
 - 753-6924 to the Self Sufficiency Workgroup

- ❖ If you have a question on a **pending or active** Supplemental Nutrition Assistance Program case (Not in receipt of Cash Assistance or SSI) you can contact the Community Supplemental Nutrition Assistance Program Only Workgroup at:

- By phone – call 753-2740
- By e-mail at- dfa2a26.sm.Monroe.Team41@dfa.state.ny.us
- By fax – 753-6306

- ❖ If you have a question on a **pending** Community Medicaid case (Under 65 yrs. old or not applying for Cash Assistance or in receipt of SSI) you can contact Team 47 at:

- By phone – call 753-6563
- By e-mail at- dfa2a26.sm.Monroe.Team47@dfa.state.ny.us
- By fax – 753-5122

- ❖ If you have a question on an **active** Medicaid case (Under 65 yrs old or not applying for Cash Assistance or in receipt of SSI) you can contact the Community Medicaid Workgroup at:

- By phone – call 753-2760
- By e-mail at- dfa2a26.sm.Monroe.Team40@dfa.state.ny.us
 - If you need to contact us regarding a child support issue, please e-mail: dfa2a26.sm.monroe.Child.Support.Liason@dfa.state.ny.us
 - If you have a question regarding a nursing home or hospital bill for the aforementioned population, please e-mail: dfa2a26.sm.monroe.Medicaid.Specialty@dfa.state.ny.us
- By fax – 753-5029

❖ Clients who are receiving SSI and have a question regarding Medicaid can contact the Long Term Medicaid Workgroup at:

- By phone – call 753-6388
- By e-mail at- dfa2a26.sm.monroe.MA-SSI@dfa.state.ny.us
- By fax – 753-6163

❖ Clients who are 65 yrs old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on a **pending** Medicaid application can contact the Long Term Medicaid Workgroup at:

- By phone – call 753-6485
- By e-mail at - Vince.ruggiero@dfa.state.ny.us
- By fax – 753-6916

❖ Clients who are 65 yrs old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on an **active** Medicaid application can contact the Long Term Medicaid Workgroup at:

- By phone – call 753-6559
- By e-mail at- Jodi.schollnick@dfa.state.ny.us
- By fax – 753-6981

❖ Clients who have questions regarding child support should contact the Child Support Enforcement Unit at:

- By phone – call 888-208-4485
- By e-mail at- CSEWEBMONROE@dfa.state.ny.us
- By fax – 753-1412

❖ You can request a replacement benefit card by calling 753 – 6006